

Policy #07-01

Date Adopted: April 4,
2007

Administrative and Technical Liaisons
Division of Criminal Justice Services

NOTE: This is a mandatory policy.

Approved by:

Francis X. Aumand III
for the VIBRS Advisory
Board

1. GOALS

1.1. To develop administrative and technical points of contact at the user agency site, for system support and local training issues.

1.2. To focus support through a single conduit from the user or agency site to the help desk staff.

2. POLICIES

2.1. Each VIBRS agency, contributing or non-contributing, shall appoint a local administrative and technical liaison.

3. DESIGNATED SITE REPRESENTATIVE(S)

3.1. Technical Liaison

3.1.1. The agency head of each site that joins VIBRS shall designate a Technical Liaison. (Tech Liaison) This individual shall filter all support questions from the users in their agency before submitting anything to the CJS IT Help Desk. CJS will make every effort to instruct the Tech Liaison on the proper method to troubleshoot and resolve issues themselves, limiting the number or frequency of calls for similar issues. This Tech Liaison shall also be the interface between any contractor or third party that may work with CJS on technical issues or planning. In the event the Tech Liaison is not available to submit an emergency support request, CJS IT will take a submission from any user, but will include the Tech Liaison in any reply or any future troubleshooting steps once the Tech is again available.

3.1.2. The Tech Liaison will be responsible for managing local physical site security. The Tech Liaison should be aware of situations that may be causing potential security breach issues. Examples include making sure that VIBRS Networked equipment is not accessible to public access, that network equipment and wiring are maintained in as secure an environment as possible- if not in a locked closet, at least housed in a location that is has controlled access, not in public areas or in areas that the public may be left alone in for a period of time. Physical Security also includes making sure that Mobile equipment is maintained in secure locations, that employees are not maintaining VIBRS data that may violate State breach laws if lost on portable storage options and that printed copies of data are not accessible to non-authorized individuals.

3.1.3. The Tech Liaison shall be responsible for making CJS IT aware as soon as possible when their agency starts to implement system changes. This includes, but is not limited to, Department moves or new construction, network upgrades, adding non-standard equipment (file servers or any other equipment that connects through the VIBRS network or to VIBRS network equipment), or adding Mobile or Wireless connectivity to VIBRS networked equipment

3.1.4 The Tech Liaison shall be responsible for verifying that the network equipment at the agency has valid and updated antivirus software, as required by VIBRS mandatory policy 03-02 Virus Protection Policy. The Tech Liaison shall insure that all networked equipment has licensed, updated antivirus software loaded and should verify at least bi-weekly that the Virus definitions are up to date. The Tech Liaison shall clean out any quarantined items regularly and shall address any virus infections reported by the software.

3.1.5. The Tech Liaison shall contact DPS with any staffing changes at their agency. The Tech Liaison shall ensure that new staff members that require a user ID and password for the system are completely reviewing the VIBRS User Agreement before signing a VIBRS User Agreement Form. The Tech Liaison shall submit new VIBRS User Agreements at least one week before a new employee starts, to ensure that employees NEVER work under another employees user ID and password, The Tech Liaison shall be responsible for contacting DPS as soon as someone leaves the Department. Leaving accounts and call signs active and assigned may allow unauthorized access to Department or VIBRS data and is considered a security violation.

3.1.6. The Tech Liaison is to keep any manuals or training materials available in a location accessible to all users. It is the responsibility of the Tech Liaison to keep all VIBRS software media updated and available in a central location so as to be available if the Tech Liaison is not. The Tech Liaison is to make sure all users are aware of VIBRS system policies and procedure as posted.

3.1.7. The Tech Liaison shall review the VIBRS web home page ([Vibrs.dps.state.vt.us](http://vibrs.dps.state.vt.us)) on a daily or regular basis, for any system messages, procedural changes, system change requirements or other important system information.

3.1.8 The Tech Liaison shall respond to Tech Liaison email messages and pass on critical information to users or management whenever it becomes available. The Tech Liaison should review the VIBRS web home page (<http://vibrs.dps.state.vt.us>) on a daily or regular basis, for any system messages, procedural changes, system change requirements or other important system information.

3.1.9. The Tech Liaison shall oversee user Spillman training at the site, sending new dispatchers to Spillman training within 60 days of starting and sending any officer or admin staff member who will be modifying more than just their own law incidents to Spillman officer training.

3.2. Administrative Liaison

3.2.1. The agency head of each site that joins VIBRS shall designate an administrative liaison. This individual shall be responsible for all matters pertaining to billing and other administrative duties.

3.2.2 The administrative and technical liaisons within an agency may be the same person.

4. EQUIPMENT

4.1. Care of Equipment

4.1.1. The technical liaison shall insure that all VIBRS equipment is cared for in a reasonable manner.

4.1.2. 24 hour, 7 day a week access must be available to the VIBRS staff for emergency equipment service.

4.1.3. A support demarcation point has been defined in the agreement between DPS and the agency. Problems, which occur on the local side of the demarcation point, will be the responsibility of the local site.

4.1.4. The technical liaison shall insure that the VIBRS staff is promptly notified of any system problems.

This policy was enacted after these sections were removed from the VIBRS User Policy. The roles and duties of these positions have been clarified and expanded to be in keeping with what is and has been expected of these positions over the course of the development of the VIBRS network. This policy was advertised through notification on the web page and a separate email to all user agency heads. This policy was adopted by the VIBRS Advisory Board on April 4, 2007.